

THE CITY OF KNOXVILLE

CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web: www.knoxvilletn.gov

2059

Help Desk Technician

(Entry-Level and Promotional)

4/05/2016

Drug testing may be required

ENTRY-LEVEL SALARY: \$ 29,844 annually

PAY GRADE RANGE: \$ 29,844 - \$ 44,709 annually (Pay Grade 5)

The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to www.knoxvilletn.gov. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents **MUST** be submitted online by **4:30 p.m. on: Friday, April 15, 2016.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- College Transcripts (if applicable)(upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email mbfoster@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
 - High school diploma or GED equivalent.
 - Requires two years or more of college computer courses from a CHEA accredited college or university
- OR**
- One (1) year of experience in a computer related field.

EXAMINATION

The selection procedure for this position will be a Training and Experience Questionnaire 100%

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

POSITION DESCRIPTION
City of Knoxville

Class Title: Help Desk Technician	Working Title: same	PCN :
	Incumbent: vacant	Created: 7/18/07 Updated: 6/27/12

GENERAL DESCRIPTION

Under general supervision, delivers quality customer service to Help Desk customers by providing them with a single point of contact to report problems or make inquiries; documents all troubleshooting processes and results.

ESSENTIAL FUNCTIONS

PROBLEM TRACKING: Responds to questions and requests regarding personal computer-related problems via telephone, e-mail, and personal contact; logs questions and requests regarding personal computer-related problems via call tracking software.

DIAGNOSIS AND TROUBLESHOOTING: Diagnoses end-user personal computer-related problems upon notification; troubleshoots personal computer-related problems by suggesting possible solutions to these problems; teams with an Information Systems Engineer if computer-related question or request falls beyond the scope of the Technician's knowledge or responsibility.

DOCUMENTATION: Documents aspects of personal computer-related problems, which includes troubleshooting techniques, resolution of problems, and dispatching to other employees.

COMPUTER HARDWARE INSTALLATION: Installs personal computers, smart phones, tablets, multi-function copiers, and printers for end-users.

COMPUTER SOFTWARE INSTALLATION: Determines hardware requirements for proper installation; installs software on end-user computers.

MARGINAL FUNCTIONS

OTHER DUTIES: Performs other duties as needed.

KNOWLEDGE, SKILLS AND ABILITIES

INTERPERSONAL RELATIONSHIPS: High level of skill in maintaining effective working relationships with coworkers and end-users.

ORAL COMMUNICATION: High level of ability to communicate effectively via telephone and in-person.

WRITTEN COMMUNICATION: High level of ability to effectively record and document technical information and troubleshooting procedures.

TROUBLESHOOTING: High level of skill in troubleshooting computer-related problems.

DECISION MAKING: High level of ability to determine how problems should be solved.

RECORD KEEPING: Moderate level of ability to maintain accurate and complete records and logs of allocated equipment and problem calls received and acted upon.

COMPUTER HARDWARE: High level of knowledge of personal computers, smart phones, tablets, multi-function copiers, printers, and network cabling.

COMPUTER SOFTWARE: High level of knowledge of computer software (e.g., Microsoft Word; Microsoft Excel; Powerpoint; Exchange (Outlook 2010); etc.).

PHYSICAL REQUIREMENTS

This position consists of primarily medium work, requiring the incumbent to exert up to 50 pounds of force occasionally, or 20 pounds (or less) of force frequently, in order to lift/carry, push/pull or otherwise move objects. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MENTAL REQUIREMENTS

This position uses some training and/or experience to select from a limited number of solutions the most appropriate actions or procedures in performing the job. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MINIMUM REQUIREMENTS

High school diploma or GED equivalent.

Requires two years or more of college computer courses from a CHEA accredited college or university

OR

One (1) year of experience in a computer related field.

PREFERRED QUALIFICATIONS

The hiring authority may give preference to applicants with two (2) years experience as a help desk or PC Analyst or equivalent work, and/or in a customer service related field. Additional consideration will also be given to advance certification in Windows.